



**Purchasing Department
City Hall, 73 Harlow Street
Bangor, Maine 04401
Tel. 207-992-4282**

**Request for Proposals
Enterprise Content Management Solution
Proposal No.: P16-006**

I. Introduction

The City of Bangor requests sealed competitive proposals from qualified firms to implement a City wide Enterprise Content Management (ECM) solution. The City seeks submissions that demonstrate the respondent's ability to provide an ECM solution that is scalable to work with various City departments with diverse record retention and confidentiality policies, is secure, integrates with existing hardware and software currently in use, provides an archival solution for fragile historic records, supports inter-department collaboration, and enables City staff to easily locate and share records in a timely manner. Off-site record storage is not considered a priority for this project.

In addition to the ECM solution, the City is seeking conversion assistance to digitize existing paper records into formats compatible with the selected ECM solution. The City encourages vendors that specialize in ECM software and not conversion services (and vice versa) to submit proposals as the final project contract may be awarded to separate vendors.

This RFP is designed to provide interested respondents with sufficient information to prepare a proposal that will meet the minimum requirements of the RFP. It is not intended to limit or exclude services deemed relevant or essential by the respondent. Respondents are encouraged to expand upon the specifications in the RFP to evidence their service capability under any agreement.

II. Submission

To be considered, submit completed Proposal Forms, required additional information and any other information the Proposer deems important in an envelope **clearly** marked **"Proposal No.: P16-006: Document Management"** by **2:00 PM, Wednesday, August 26, 2015** to City of Bangor, Purchasing Department, 73 Harlow Street, Bangor, Maine 04401.

Proposals may also be submitted via email by sending to: bids@bangormaine.gov. If emailing, please reference **"Proposal No.: P16-006: Document Management"** in the subject line. Proposals will be publicly opened on the date and time stated above.

A tabulation of all proposals received will be available after 3:00 PM on the date of opening. Results may be viewed by visiting the City's website at www.bangormaine.gov.

III. General Information

General information is available on the City's website at the following web address: www.bangormaine.gov/proposals. By submitting a response to this solicitation, the bidder accepts the responsibility for downloading, reading and bidding by the terms and conditions set forth in the City's "General Information for Vendors".

IV. Questions

Any questions must be directed in writing to bids@bangormaine.gov no later than 4:30 p.m., **Wednesday, August 5, 2015**.

The City will issue a response to any questions or inquiries submitted in writing by the date above, on or before 4:30 PM, **Friday, August 7, 2015**. The response will be in the form of an addendum, which will be available on the City's website.

V. Scope of Work

The City's goal is to adopt a City wide ECM solution to be used by a number of City departments and divisions. It is not the City's intent to implement an ECM solution in a single City department to then include additional City departments at a later date. For the purposes of this RFP, respondents may assume the following ECM user base:

- 550 +/- users with basic access (the ability to search, print and share records)
- 100 – 125 users with contributor level access (basic access with the ability to import and edit records in the ECM solution)
- 35 users with administrator level access (full access)

In addition to internal users, the ECM solution must include an online public portal that provides public access to certain records (as determined by City staff). Those with public access should be able to easily search for and print records.

The City expects respondents to provide the following services as part of the ECM solution:

Project Management

The City requires guidance on the best practices for implementing an ECM solution across an organization with various departments and divisions that have unique work processes and record management requirements.

It is anticipated that the selected ECM provider will work with the City to develop timelines, project objectives and requirements to ensure the timely deployment of the selected ECM solution.

Implementation Services

No servers or storage volumes have been purchased for the purpose of an ECM solution; it is assumed that respondents will address the ECM hardware requirements in their proposals.

Currently, City employees are using Microsoft operating systems, including Windows XP, Windows 7 and Windows 8. Employees are provided access to a file server for saving files that utilizes Active Directory authentication. The City's network consists of (4) ESXi physical servers with (35) virtual servers running Windows Server 2003 and 2008 r2 and other operating systems. E-Mail is currently hosted on a Microsoft Exchange Server, with clients using Outlook or OWA. City staff is currently using the Microsoft Office suite of applications.

There are (12) City owned sites that connect to Bangor City Hall via fiber.

In addition to the technical requirements of the ECM software, respondents must address what end-user hardware requirements are necessary to import / scan records into the ECM solution.

Conversion Services

The City is seeking assistance digitizing and/or importing existing plans, maps, video and audio files, and other documents and records of various types into the selected ECM software. The selected vendor will work with the City to identify records to be converted into the ECM software. Some City Departments have made a very rough estimate as to the number of paper documents currently on hand. The initial estimate listed below is for estimation purposes only, recognizing that the City hasn't purged documents/records that do not have to be converted into the ECM software. It is the City's intent to work with a vendor to do as much of the conversion work as possible as funds allow.

Paper Document Estimates

Department	Number of sheets of paper, by paper size					
	8.5" x 11" B&W	8.5" x 11" color	20" x 26" B&W	24" x 36" B&W	11" x 17" B&W	11" x 14" B&W
Engineering	34,560	34,560		27,250	13,842	1,692
City Clerk	175,000					
Community & Economic Development	711,875					
Airport	460,000		700	13,500		
Legal	15,700					
Public Health	3,864					
TOTAL	1,400,999	34,560	700	40,750	13,842	1,692

Training and Support Services

Respondents must provide details regarding City staff training and support services for the implemented ECM solution. The City will require the selected vendor to provide on-site training sessions to City staff and on-going support once the ECM solution is operational.

VI. Requirements

The ECM solution must, at a minimum, include the following minimum functional requirements:

- Provide for capture and imaging of a variety of paper document sizes;
- Enable import of a variety of document types from text-based documents to video files;
- Include automated file indexing options during the document import process;
- Facilitate easy document searching with filtering options to refine search results;
- Distribute selected files easily among City staff and the public;
- Provide a public record portal that enables the public a way to locate and print records online when appropriate;
- Incorporate various record retention policies for specific record and document types;
- Administer users with different permission/access levels;
- Encourage inter-department collaboration, and;
- Support workflow management for a variety of City departments with unique needs.

VII. Proposal Content

The following provides a general description of information required in the Proposals and the format to be followed. Proposers must furnish all information requested and follow the instructions as noted herein. Additional information may be submitted if deemed helpful in the selection process.

- A one page cover letter;
- An outline of the recommended approach to achieve and evaluate the objectives. (no more than three pages);
- Comprehensive firm qualifications that are tied to the Scope of Work and Requirements as defined above;
- Pricing;
- A timeline that conveys the overall project process and estimated duration;
- A description of the team structure and organization chart; and
- A minimum of five (5) references from organizations for which the Proposer has performed similar services, within the last five (5) years. Provide the name of the organization, a brief description of the services provided, years of service to the organization, and name and contact information of primary contact individuals from the organization served.

VIII. Selection Criteria

There will be a two (2) phase selection process for an ECM Solution provider. As stated previously, a different vendor may be selected for the conversion services portion of the project.

- Phase I: Qualification Review

- Phase II: Presentations to Selection Committee

During the Qualification and Presentation Phases, a Proposal Review and Selection Team (Team) made up of City staff will review and evaluate the proposals. The Team will select a yet-to-be-determined number of respondents from Phase I to participate in Phase II. Vendors selected by the Team to participate in Phase II will be asked to participate in a presentation to the Selection Team.

IX. Consultant Qualifications

No contract(s) will be awarded except to responsible Proposer(s) capable of performing the work contemplated. Proposer(s) must comply with all State, Federal and municipal laws. Before the award of any contract, Proposer may be required to show that he/she has the necessary facilities, experience, ability, and financial resources to perform the work in a satisfactory manner.

X. Award of Contract(s)

All proposals shall remain firm for sixty (60) calendar days after receipt of the proposals.

The City reserves the right to select the Proposer(s) best able to provide the services required.

In evaluating proposals, the City of Bangor reserves the right to use any or all of the ideas from the proposals submitted without limitation and to accept any part or the entire successful proposal in selecting the services considered to be the most advantageous to the City. All material submitted becomes the property of the City of Bangor. The evaluation of proposals and determination of the award(s) will be at the discretion of the City Council or Committee and its judgment shall be final and without right of recourse by any Proposer.